

Supervisory Investigator – Field Supervisor, GS-1810-13  
MRP Business Services  
Investigative and Enforcement Services  
Regional Office  
June 2005

1. SUPERVISION OF INVESTIGATORS
2. HUMAN RESOURCES MANAGEMENT
3. LEADERSHIP, WORKING RELATIONSHIPS, AND COMMUNICATION
4. EQUAL EMPLOYMENT OPPORTUNITY AND CIVIL RIGHTS

#### Element 1 SUPERVISION OF INVESTIGATORS

The Field Supervisor is responsible for overall supervision of assigned Investigators. (GS-11 and below)

Alignment: This element supports IES Business Plan Goal 1. Comprehensive investigations, quality case reports, and appropriate enforcement actions are delivered in a timely manner.

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Evaluation is based on the Supervisor's observations and review of work products and results; monthly status report; and feedback from customers and other sources. The supervisor typically finds that the Field Supervisor:

#### ASSIGNMENT OF CASES

- Assigns cases, sets priorities and readjusts workloads in a manner that reflects a thorough understanding of IES goals and customer priorities.
  - recognizes imbalances in workloads and makes necessary adjustments.

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#### REVIEW OF CASES

- Completes reviews of 50% of cases completed by assigned Investigators.
  - review results are discussed with assigned Investigators to provide feedback.

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#### INDIVIDUAL SUPERVISION

- Visits all assigned Investigators at least once a year and completes a report of the visit.
  - report of visits reflect the following items:
    - assessment of workload.
    - observation of Investigator's performance on the job and interaction with customers and cooperators.
    - feedback to the Investigator.

## Element 2

### HUMAN RESOURCE MANAGEMENT

The Field Supervisor is the first line supervisor for Investigators and serves as their rating official.

Alignment: This element supports IES Business Plan Goal 2. Human, fiscal and IT resources are obtained and managed to increase productivity and performance in pursuit of our mission.

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Evaluation is based on the supervisor's observations review of work product and feedback from employees HR and other sources. The supervisor typically finds that:

#### PERFORMANCE MANAGEMENT

- Performance plans of Investigators are in place within 30 to 45 days after the beginning of the rating cycle.
- Mid-year reviews are conducted within time frames established by the Regional Management.
- End of year ratings and review meetings are completed within 30 to 45 days after the end of the rating cycle.
- Training needs are identified and addressed.
- Excellent performance is identified and appropriately recognized.
- Poor performance is identified and appropriately addressed.

#### CONDUCT AND SAFETY

- Conduct problems are identified and appropriately addressed.
- Employee safety and health issues are addressed consistent with IES priorities and values.

### Element 3

## LEADERSHIP, WORKING RELATIONSHIPS AND COMMUNICATIONS

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Evaluation is based on the supervisors' observations and review of work products and feedback from administrative staff.

The supervisor typically finds that the Field Supervisor:

### LEADERSHIP

- Serves as team leader for special projects, task forces, QRT's and ad hoc committees, as assigned.
  - Team assignments are completed in accordance with instructions and requested time frames.

### WORKING RELATIONSHIPS AND COMMUNICATIONS

- Completes assigned training as directed.
- Interacts with customers and cooperators in a manner that consistently demonstrates understanding and support of IES and APHIS mission, goals and priorities.
  - customers are kept informed, as needed.
- Performs all duties in a manner which consistently demonstrates fairness, cooperation, and respect toward co-workers, and others in the performance of all official business.
- Delivers assigned presentations as requested.
- Updates supervisor on work developments, problems, delays and accomplishments.

#### Element 4

### EQUAL EMPLOYMENT OPPORTUNITY AND CIVIL RIGHTS

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Evaluation is based on the supervisor's observations and review of work products, and feedback from employees, customers and cooperators, and the Civil Rights Enforcement and Compliance Staff. The supervisor typically finds that the Field Supervisor:

- Communicates EO/CR objectives to staff.
- Provides appropriate training and developmental opportunities in EO/CR. Provides evidence of outreach efforts to serve underrepresented populations.
- Performs all duties in a manner which consistently demonstrates fairness, cooperation, and respect toward co-workers, office visitors, and all others in the performance of official business.
- Demonstrates an awareness of EO/CR policies and responsibilities
- Actively pursues resolution of complaints